

City of Chelsea



Full Time Emergency Telecommunications Dispatcher (ETD)

Current annual salary: \$48,458.63 (Probationary ETD)

\$52,158.91 (ETD)

Position Summary: Receive and process police, fire, and EMS-related emergency calls using various national, state, and local protocols. Dispatch police, fire, EMS, and other emergency units and personnel as needed. Monitor and operate radio, computer, telephone, and other specialized equipment in support of public safety communications and dispatch functions. Test, monitor, and operate fire signaling systems. Perform other dispatch, signal monitoring, and communications support duties as assigned.

ETDs work in a combined 911 and Public Safety Dispatch environment handling police, fire, and medical emergencies. ETDs also handle police and fire non-emergency calls on business lines. Based on training, console position setup and the discretion of supervisors, ETDs will be expected to work at any position including those primarily responsible for call answering, police dispatching, fire/EMS dispatching, and computer operations. ETDs are expected to participate in on-going training and to maintain dispatch-related certifications. ETDs may also be assigned a wide variety of special duties at the discretion of Department management, including support duties in the Emergency Operations Center.

Qualifications: A high school diploma or GED is required. Applicants will undergo a multi-part Dispatcher Screening Process. Candidates must touch-type at least 30 WPM net of errors (test administered), must pass additional tests, and must clear a thorough background and criminal history review. Candidates must have interest in, and be suitable for, work in a combined police, fire, and EMS dispatch center. Must possess maturity in judgment with the skill set to learn and understand the basic field operations and procedures of the police and fire departments, to handle police-fire dispatch operations and support units and field commanders requesting resources and support actions, to use various technical systems including computerized dispatch, signaling, alarm monitoring, telephone console, and general personal computer equipment. Additionally, candidates should possess a polite but authoritative telephone voice and manner, as well as the ability to understand and skillfully manage emergency and business callers. Must have the ability to be understood clearly by others over radio and telephone circuits, to accurately record the detail of telephone and radio conversations, and to remain calm under the pressure of emergencies, aggressive or emotional callers, peaking workloads, and multiple (simultaneous) responsibilities.

Preferred: Demonstrated experience in one of several areas of public safety and/or public safety dispatching including one year of past experience in public safety, police, fire or EMS dispatcher, a police officer, firefighter, EMT or military Veteran. Detailed knowledge of the City of Chelsea with demonstrated knowledge of Chelsea streets and locations strongly preferred. Applicants with one year of past experience as a police/fire alarm or telecommunications system installer, call center operator, or dispatcher in non-public safety agency or private agency will also be considered. Certification from the Massachusetts State 911 Department Public Safety Communications Academy, APCO Public Safety Telecommunicator 1 (PST1) or CJIS certification from the Massachusetts Criminal History Systems Board is strongly preferred. Bilingual in English/Spanish helpful.

Please send cover letter and resume to Human Resources Department, City of Chelsea, 500 Broadway, Chelsea, MA 02150 or email: jobs@chelseama.gov, include “(last name) Full Time ETD” in the subject line.

The City of Chelsea is an Equal Opportunity Employer